

# **Tenth Annual Finance Conference**



**Renaissance Cleveland Hotel**

**Tower City Center**

**Cleveland, Ohio**

**March 28-30, 2000**

**Presenter: Ron Winn**

# Cleveland Center



- Workload**
- Staffing**
- Processing Times**
- Customer Service Performance**
- Status of BPR Solutions**
- Successes**
- Issues**

## Garnishment Operations

March 2000

# Workload

	<u>Worked</u>
1996	151,750
1997	137,561
1998	128,298
1999	147,253

- **Percentage By Category**

— Alimony/Child Support:	69%
— USFSPA:	14%
— Commercial Debt (Mil/Civ):	15%
— Bankruptcy:	2 %

- **Average Monthly Pay Out: \$40 - \$50 Million**

# Staffing

- **Original Plan** **225**
- **Current On Board** **109**
  - 6 Processing Teams - 1 Attorney, 12 Paralegals, 2 Csrs = 88
  - 7 Systems Personnel = 7
  - 10 Document Control Personnel For Imaging (8 + 2 Vacancies) = 10
  - Director, Deputy & 2 Secretaries = 4

# Processing Times

	<u># Days</u>	<u>Statutory Time</u>
• Child Support:	7.8	30 Days
• Commercial Garnishments:	9.5	30 Days
• MCDAs:	9.5	45 Days
• Former Spouse:	12.3	90 Days
• Bankruptcy:	6.8	30 Days

- **Note:** # Of Days is the elapsed processing time for a case from the date a case comes in until the paralegal sends documents to the Pay Office.

- **Backlog - 99.9% of Orders Processed Within The Statutory Time Limits**

# Customer Service Performance

**February 1999 - February 2000**

- Percentage of calls answered by IVRS 23.7%
- Percentage of calls answered by CSRs 54.3%
- CRS and IVRS Systems answer 75% of our calls
- Average call time - 6 minutes

# BPR Solutions



- Enhance Payroll Locator File System (PLFS)
- EDM
- Integrated Garnishment System (IGS)
- EC/EDI & EFT

# BPR Solutions (Continued)

- PLFS

- PLFS Contains DoD Civilians, Military Active Duty, Reserves and Retirees

- EDM

- Interfaces With PLFS & IGS
  - Implement On-Time Under Budget



# BPR Solutions (Continued)



## IGS

- **The Single Interface Between Imaging, PLFS, Letter-Writer and Payroll Systems**
- **DCPS Implementation - BIG SUCCESS**
- **IGS Interface with DRAS - In Progress - Sept 2000 Implementation Date**
- **DJMS 2001**

# BPR Solutions (Continued)

## EC/EDI/EFT

- DFAS Pursuing EC/EDI Solutions With HHS Office Of Child Support Enforcement And With Lockheed Martin IMS
- Working With HQ To Implement EC/EDI

## Phase 1

EC/EDI/Pilot With Lockheed - Success

## Phase 2

Market to States

# BPR Solutions (Continued)

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## Web

Piloting Web-based System for Child Support Orders Submitted Over the Web

- Encrypted
- Using WINS Technology
- Working with HQ
- 4 States Agreed to Sign-on For Pilot

# Successes



- Standard & Consistent Legal Interpretation & Policy
- Career Development - BPR Multi-Disciplined Teams
- Better Customer Service
- Single DoD Point Of Contact
- Create a Closed Operation
- Doing More With Less - 225 - 109

# Issues



- Pay Systems
  - Functionality Must Be Compatible With IGS
    - DRAS
    - DJMS
- Doing More With Less In Paralegal Area
- Customer Service Needs